

Customer Care Charter

The directors and staff of Ault Insurance Brokers want you to know that "Treating our Customers Fairly" is the first priority of this company

Everything we do is based around this ethos.

- **We want you to be confident** that when dealing with Aults you are dealing with a firm where the fair treatment of clients is central to our corporate culture. We will always put your best interest first and act with skill and professionalism to provide you with the products that best suit your needs
- **When we recommend a product** we will ensure that it is clearly explained and make sure you have enough information to allow you to make an informed decision. We will tell you why we are recommending a particular policy and explain important information to you.
- **Our communications with you** will be in plain English and free of jargon, and will provide you with information that is clear, fair and not misleading.
- **We will provide you with help** and assistance with any changes you wish to make to your policy, or when you have a claim.
- **If you are not satisfied** in any way, have cause to complain about the service that we have given to you, or any other aspect of your dealings with us, please let us know. We will ensure that your complaint will be dealt with fairly and impartially, will be thoroughly investigated and resolved as quickly as possible.

AULT INSURANCE BROKERS